

Thank you for participating. In order for an answer to be included you must click the option you agree with for each question you are answering. Please be sure to **click "Submit" at the end of the survey** or your responses will not be included.

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know, No Opinion or NA
a) Visual appeal of the building	\circ	0	\circ	C	0	0
b) Overall condition of the building	\circ	0	\circ	0	0	0
c) Cleanliness of the building	\circ	0	C	0	C	0
d) Exterior signage	C	0	C	С	С	C
e) Maintenance of entry ways and common areas	C	С	С	С	С	C
f) Landscaping	0	0	C	0	0	C
g) Maintenance of recreation areas in the complex (grills, ball courts, picnic areas, etc.)	C	C	O	C	С	C
n) Condition of roads, parking areas and sidewalks	O	С	О	С	С	c
) Exterior lighting	\circ	C	C	С	С	\circ
) Entry way lighting	C	0	C	C	0	\circ
k) Mailboxes/area - if not applicable select (0)	C	C	C	С	C	C
l) Common area kitchen facilities - if not applicable select (0)	0	C	O	C	С	c
m) Common area restrooms - if not applicable select (0)	C	С	С	С	С	c
n) Laundry facilities - if not applicable select (0)	0	O	0	O	0	0

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know, No Opinion or NA
a) Ease of contacting when questions or problems arise	C	C	C	C	c	C
b) Follow-up after problems are reported to be sure that they have been resolved	C	C	С	C	С	C
c) Courtesy and respect with which you are reated	C	C	С	С	С	C
d) Ability to do what is required to keep you satisfied	С	С	O	С	С	C
e) Frequency of contact and communications	0	0	C	О	C	\circ
) Willingness to respond to your needs	0	0	C	О	C	0
) Clarity of communication with you	C	0	C	C	C	0
n) Willingness to do what they say they will do	C	0	C	C	C	0
) Enforcement of policies and procedures	0	0	C	О	C	0
) Overall level and quality of service you are receiving	C	C	0	C	О	0

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know, No Opinion or NA
a) Responsiveness of maintenance personnel	0	0	\circ	C	0	0
o) Courtesy of maintenance personnel	\circ	0	C	0	0	0
c) Work quality	\circ	0	C	0	0	\circ
d) Follow-up on maintenance requests to ensure satisfaction	C	C	О	C	C	C
e) Work completed correctly the first time	0	С	C	О	О	0



	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know, No Opinion or NA
a) Safety	С	0	C	О	О	0
b) Privacy	С	0	C	О	О	0
c) Security	C	0	C	C	C	C
d) Parking	С	0	C	О	О	C
e) Location	C	0	C	0	0	C
f) Water systems	C	0	C	C	C	C
g) Elevators	C	0	C	0	0	0
n) Recreational amenities	C	0	C	0	0	\circ
i) Visitor parking	C	C	C	О	О	О

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know, No Opinion or NA
) Overall condition of your room/apartment	0	0	0	C	0	0
) Functionality of the living space	0	0	\circ	О	0	\circ
c) Furnishings provided - if not applicable select 0)	C	C	О	C	С	c
l) Heating/air conditioning systems	\circ	0	\circ	0	0	\circ
e) Appliances provided	0	0	C	0	0	0
) Pest control	0	0	0	О	0	0
j) Value for the monthly payment	0	0	0	О	0	0
n) Size compared to housing in the community	0	0	C	C	0	0
) Overall condition when you moved in (if moved n during the last 12 months)	0	C	C	0	С	O

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know, No Opinion or NA
a) Ease of the leasing process	0	0	\circ	0	0	0
o) Professionalism with which you were treated	0	0	C	0	0	C
c) Follow-up and continuing contact with the easing agent	0	C	C	С	C	C
d) Overall level and quality of the leasing office	О	О	C	О	О	0



	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Don't Know, No Opinion or NA
a) When the property manager(s) promise to do something by a certain time, they do it	C	0	C	С	O	C
o) Overall Resident morale at the Building/Complex is good	C	C	С	С	O	O
) I would recommend the Building/Complex to thers	C	C	С	С	C	C
) The property manager(s) are doing all they an to make the Building/Complex appealing to esidents	c	O	O	C	С	О
) I am satisfied with my housing ccommodations	O	C	O	C	0	C

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know, No Opinion or NA
a) Ease of referral process from the UH staff to the PPV Partner	C	C	О	С	C	C
b) Professionalism with which you were treated by the UH staff	C	С	O	C	c	O
c) Overall level of service provided to you by the UH staff (Not the PPV Partner)	C	С	O	С	C	C
d) Follow-up on any issues reported to the UH staff	C	С	O	С	С	C
e) Ease of contacting UH staff when questions or problems arise	C	c	O	С	C	C
r) Timely response by UH staff to issues reported	C	c	O	С	С	C
g) Clarity of information and guidance from the JH staff	C	c	O	С	C	C
h) Frequency of contact and communication from the UH staff	C	0	C	C	O	O



9. Are you aware that the Navy Unaccompanied Housing Office is your advocate for on base, including Privatized Housing?

C Yes
C Don't Know or No Opinion
10. When completing previous surveys regarding your satisfaction with privatized housing, were you directly pressured to give higher ratings?

10. When completing previous surveys regarding your satisfaction with privatized housing, were you directly pressured to give higher ratings?

C Yes

C No

C Don't Know or No Opinion



Please explain why you selected "Yes" for question 10: (Note - answers to this question will be provided only to Navy, with no identifying information)					



11. Do you have any current issues or concerns that the Privatized Management is aware of, but has not resolved?				
C Yes				
C No				



Please describe the problem(s) here:		
	on to the Navy in regard to these specific issues? Contact information provided here stion and will be kept separate from your other responses and comments.	
C Yes		
C No		



Please provide contact information:				
Name: Address: Phone: Email:				



Please let us know what we are doing right and/or how we can improve your neighborhood and our services. (Note: Although your survey responses are confidential, comments typed here will be viewed by the Navy and Privatized Partners without edits.)				



Would you like to be contacted regarding your comments? (Answer required for this question.)	
C Yes	
C No	



Please provide contact information to send with your comments.			
Name: Phone: Email:			

Click here to review the answers entered for this survey.

After viewing/printing the responses, please close the window to return to this page so you can Submit the survey.